



# Stepping Out<sup>TM</sup>

Helping people help themselves

## Statement of Purpose

Stepping out are a specialist service provider of care and support for people with complex needs. We provide innovative, outcome focussed, care solutions.

We have a number of projects in various locations such as London, Middlesex, Hertfordshire and Bedfordshire, where we provide outreach care and support services to children and their families, care leavers, adults and the elderly with:

- ✓ Autistic Spectrum Disorder
- ✓ Mental Health Issues
- ✓ Borderline Personality Disorder
- ✓ Challenging Behaviour
- ✓ Moderate Learning Disabilities
- ✓ Physical Disabilities
- ✓ Sexually Harmful
- ✓ Sexualised Behaviour
- ✓ Drug & alcohol abuse
- ✓ Self-harm
- ✓ Suicidal tendencies
- ✓ Early Onset Dementia
- ✓ Dual Diagnosis

Through well-structured risk assessments that incorporate strict boundaries and produce positive measurable outcomes, Stepping Out have been able to offer vulnerable people the opportunity to improve their quality of life and enable them to achieve greater independence.



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## **About Us**

Stepping Out is a registered and regulated (CQC) independent social care provider delivering person centred care services to children, young people and adults meeting the range of low through to critical high support, high supervision needs.

Stepping Out has built a great reputation for providing specialised up-to 24 hour semi-independent living options for adults and young people leaving care.

## **We provide Services to:**

The type of clients we accommodate and support have varying needs to include:

- ✓ **Autistic Spectrum Disorders**
- ✓ **Mental Health Issues**
- ✓ **Attention Deficit Hyper Activity Disorder**
- ✓ **Borderline Personality Disorder**
- ✓ **Challenging Behaviour**
- ✓ **Moderate Learning Disabilities**
- ✓ **Physical Disabilities**
- ✓ **Schizophrenia**
- ✓ **Sexually Harmful Behaviour**
- ✓ **Sexualised Behaviour**
- ✓ **Drug & alcohol abuse**
- ✓ **Self-harm**
- ✓ **Suicidal tendencies**
- ✓ **Fabricated & Induced Illness**
- ✓ **Auditory Hallucinations**
- ✓ **Command Hallucinations**
- ✓ **Delusional Ideation**
- ✓ **Early Onset Dementia**
- ✓ **Dual Diagnosis**



## Aims and Objectives

- **Provide a person – centred service which promotes and supports independence, dignity, individual rights and choice within a personal and practical support service.**
- **To promote and improve quality of life for individuals. Our service is tailored to meet the individual requirements of the service user to maintain maximum quality of life and normality in their own home environment or within our designated projects.**
- **To continually assess the performance of our staff and ensure they receive support and guidance in order to maximise their job satisfaction.**
- **Ensure that we maintain a high quality work force, whom hold the relevant skills to perform the desired tasks.**
- **Ensure our workforce receive regular training, supervision and guidance in order to develop their skills and confidence within the role.**
- **Promote and help to support our service users, including their various religious and cultural needs.**
- **We aim to develop strong working relationships with Local Authorities, social workers, support and care providers and universal services.**
- **We aim to work persistently with the community to ensure universal services are increasingly geared up to meet peoples personalised needs.**
- **We are ‘positively’ professional - we aim to build positive relationships with people and governmental bodies who use our services.**
- **We respect the diversity of all people we come into contact with.**



Stepping Out believes that clear, compelling and measurable objectives really make a difference to our people working towards them and achieving them:

Our objectives	Measured by
To develop and enable a minimum 65% of our service users to be ready and willing to move onto independence post 18.	Annual target, monitored bi-annually.
To have a 60% success rate in preventing young people from going into 'care' where appropriate.	Annual target, monitored bi-annually regular contact with 3 <sup>rd</sup> parties in order to establish and confirm this.
95% satisfaction rate of people who use services.	6 monthly satisfaction surveys of people who use services ensuring communication needs are met.
99% satisfaction rate of employees and sub-contracted professionals who feel engaged and stretched.	6 monthly Satisfaction surveys of employees and personal assistants and report in member newsletter/blog.
To have zero tolerance of any alerts of a safeguarding nature.	Review progress monthly
The common induction Standards training issued by skills for care are evidentially applied with every new employee delivered through a number of cost effective channels.	The learning and development co-ordinator or supervisor monthly.
We provide Continuing Professional Development (CPD) on-going to all staff and facilitate this in all personal assistants.	The learning and development co-ordinator or supervisor monthly.
A leader of technology in social care to reduce costs and add further value.	Reviewed 6 monthly for evidence of cost savings and added value.

### **Nature of Service**

Stepping Out is a specialist care and support service providing high level support and supervision via outreach and or through our 24 hour staffed semi-independent projects. We are able to offer personalised services to children, young people and adults via referrals from local authorities, private clients and those receive direct payments/personal budgets.

### **Our company maintains two core service packages:**

For young people we closely follow and young people work towards achieving the 5 objectives of EVERY CHILD MATTERS –  
 Be Healthy, Staying Safe, Enjoy and Achieve, Make a positive contribution, and achieve economic wellbeing

### **Semi- Independent Living:**

These provisions are set up to provide a small group living environment in order to provide a homely setting. The small groups allow the service users to receive targeted support and close supervision, eliminating the issues of lack of engagement whilst ensuring the client does not feel overwhelmed and or crowded. Down time/self-time is encouraged. All clients benefit from their own bedrooms, specific project offer en-suite arrangements. The projects are suitable for those whom require well-structured living options with strict boundaries. Our projects offer 24 hour on site staff in order to ensure close and regular supervision. We operate a number of provisions, these provisions offer differing arrangements and can accommodate children (14+) and or adults (18+).

### **Domiciliary Care/Outreach Support**

Stepping Out offers fully personalised options to children, young people and adults. Our outreach teams are called upon to help children/young people at home via our family intervention/assessment services and or those placed within provisions offering no support. We also offer domiciliary care services aimed at ensuring the elderly or those with mild learning difficulties are able to remain within their own homes and live as independently as possible. Our outreach and domiciliary care teams receive regular training and supervision in order to ensure they are able to offer a high level of service to our clients.

Stepping Out offer vulnerable people the opportunity to improve their quality of life by providing a stable environment which enables greater independence.

### **Delivery of Service**

Our semi-independent projects plus our person centred outreach teams are responsible for doing their utmost to help a client on to independence. Below are some of the main areas our staff members strive to teach, reduce, explore and or support a client achieve.

- **Support with Daily Hygiene Routines**
- **Support with food Preparation**
- **Support with maintaining a clean and safe living environment**
- **Support with Food & Grocery Shopping**
- **Support with attending leisure & health activities**
- **Support with accessing education, training or employment**
- **Support with family contact**
- **Religious & cultural needs & preferences**
- **Support with reducing substance & alcohol abuse**
- **Safety & self-harm reduction + safeguarding**
- **Daily reflective support on conduct & behaviour**
- **Managing Incidents**
- **Support with socialising and community integration**
- **Support with attending appointments**
- **Support with independent skill development**
- **To support the service user to sustain independent accommodation and access support for tenancy sustainment.**
- **To increase a young person's self-esteem and confidence in order to reach their full potential.**

## **Our Quality Assurance System**

The company has put into place various systems to help to set and achieve goals and targets, monitor, assess and review performance and act on findings to continually improve business quality and performance in the best interest of its service users.

The company ensures that staff supervision and appraisals are carried out in line with CQC regulations and training targets are achieved and monitored for all staff. Complaints procedures are in place to ensure continued quality management. All complaints are logged and actioned and the information shared with staff, customers and regulators of the service.

To maintain the quality of service, the company will send out regular quality surveys to its service users and to relevant local authorities to help measure the quality of service we provide.

The organization is accredited by QMS International PLC for quality assurance BS EN ISO 9001:2004 and environmental management BS EN ISO 14001:2008 to ensure that we maintain a good quality of service. We conduct monthly internal and external audits in order to maintain our accreditation.

## **Staff**

Our staff members are extremely important in order to ensure the smooth running of our services. It is paramount that our staffs receive job satisfaction and are always happy to work for the organisation. Stepping Out confirms that its staff members receive thorough training in all aspects of our service. Our training methods are varied but include traditional group sessions, group supervisions, individual training sessions and technology based online and DVD based learning options. The Company provide induction training to all staff in line with the Skills for Care Induction standards. All staff are CRB checked and have a minimum National Vocational Qualification level 2 in health and social care.

## **Accreditations**

- **Care Quality Commission (Provider ID: 1-101641260)**
- **UKHCA (United Kingdom Home Care Association)**
- **ISO 9001:2008**
- **ISO 14001:2004**
- **SITRA**
- **ICO (Information Commissioner's Office)Data Protection Act**

We have the following insurance with Castlebank Care Nursing & Domiciliary Insurance Scheme:

**Policy Number – LCBDX6709060**

- 1. Employer's Liability - £10 million**
- 2. Public Liability - £10 million**
- 3. Professional Indemnity - £5 million**




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**In order to make a referral and or to obtain further information about our company please contact us using the information provided below:**

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